



SERVING AMERICA'S VETERANS

Department of Veterans Affairs

OCTOBER 1, 2020 - SEPTEMBER 30, 2021

U.S. DEPARTMENT OF VETERANS AFFAIRS FISCAL YEAR 2021 IN REVIEW

VA'S COVID-19 RESPONSE



2,918,546 People Vaccinated by VA (at least one dose)

2,424,632 Veterans Vaccinated by VA (at least one dose)

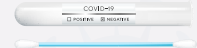
318,861 VA Employees Fully Vaccinated

(4,169,536 documented vaccinations)



59.68%

of VA Users Are
Vaccinated
(at least one dose)



5M+

COVID-19 Tests
Completed



6.5M+ Unique Veterans Accessed Health Care from VA

110M+ Veteran Interactions with VA Health Care Providers



6.1M+ In-Person
Appointments

4.8M+ Telephone
Appointments

1.8M+ VA Video Connect
Appointments

1.5M+ Community Care
Referrals



78% Veteran Trust in VA

90.10% Trust in VA Health Care **1,960,759** Surveys Received



64M+ Calls answered by VA Contact Centers

648K+ Calls answered by Veterans Crisis Line (1-800-273-8255 and Press 1)

129K+ Calls answered by National Call Center for Homeless
Veterans (1-877-4AID VET)



148,686 Veterans and Family Members Interred with Honor

323,204 Official Veteran Headstones and Markers Provided



137M+ Visitors to VA.gov



93K+ New Employees Hired



5K+ VA personnel deployed to other VA and non-VA facilities
in 47 states and 5 U.S. territories to support both COVID-19 and
natural disaster responses



1,496,433

VA Disability and
Pension Claims
Completed



99,721

Veterans Appeals
Decisions

23,777 Hearings Held
18,354 Legacy | 5,432 AMA



3,377,262

Education Benefits
and Supplemental
Claims Completed



105,406

Insurance Claims
Completed



1,423,979

Home Loans
Guaranteed



17,361

Veteran Readiness and
Employment (VR&E)
Positive Outcomes

(Date ranges vary from October 1, 2020 to the last week of September 2021 due to reporting requirements.)

SIGNIFICANT EVENTS



FEBRUARY 8, 2021

Denis McDonough sworn in as 11th Secretary of the Department of Veterans Affairs.



FEBRUARY 18, 2021

VA extended suspension of debt collection from all Veteran benefit overpayments and medical copayments during the pandemic period.



MARCH 13, 2021

SAVE LIVES Act became law, allowing VA to provide COVID-19 vaccinations to all Veterans, their spouses, and caregivers.



APRIL 30, 2021

VA improved the management of suicide prevention efforts, ensuring 1,400+ employees and \$300M+ are focused on achieving better outcomes for Veterans and their families.



MAY 4, 2021

VA opened new rapid retraining program for thousands of Veterans who lost jobs due to pandemic.



JULY 26, 2021

VA issues vaccine mandate for health care workers, a first for a federal agency.



SEPTEMBER 15, 2021

VA and DHS host COVID-19 vaccine clinic for deported Veterans at the San Ysidro Border Crossing.

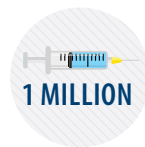
DECEMBER 14, 2020

VA began COVID-19 vaccinations.



FEBRUARY 17, 2021

VA administers 1 million COVID-19 vaccination doses.



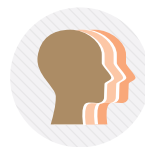
FEBRUARY 23, 2021

VA launched a health equity review of all policies regarding care and services provided to LGBTQ+ Veterans.



APRIL 14, 2021

VA established 120-day task force on inclusion, diversity, equity, and access after ensuring Veteran organizations representing women, minority, and LGBTQ+ Veterans provided input on the 2022-28 VA strategic plan.



MAY 4, 2021

VA announced expansion of housing benefits for Veterans.



JUNE 4, 2021

VA sees trust improve by 24% in five years.



SEPTEMBER 8, 2021

VA annual report showed decrease in Veteran suicides.



Download the VA Welcome Kit
www.va.gov/welcome-kit/

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1-800-MyVA411